

**FIG. 1**

**Fig. 2**

**200**

	205 /	210 /	215 /
	<b>ANI</b>	<b>Excess Wait Time (EWT)</b>	<b>Date/Time</b>
	212 973-3700	15	8/20/01 9:30:35 a.m.
	. . .	. . .	. . .
255 —	347 446-6877	0	3/24/01 4:46:15 p.m.
	. . .	. . .	. . .
260 —	917 563-1511	20	8/01/01 3:17:23 p.m.
	. . .	. . .	. . .
	917 673-8981	30	8/21/01 12:43:39 p.m.
	. . .	. . .	. . .
	917 773-0756	0	8/21/01 12:01:05 p.m.
	917 773-0757	0	8/19/01 8:59:09 a.m.
	917 773-0800	0	8/22/01 11:12:49 p.m.
	. . .	. . .	. . .
	917 815-3497	10	8/18/01 6:17:32 p.m.
	. . .	. . .	. . .

**Fig. 3a**

**300**

	<b>305</b> /	<b>310</b> /	<b>315</b> /
	<b>ANI</b>	<b>EWT</b>	<b>Arrival Time</b>
365	917 673-8981	30	8/23/01 12:43:39 p.m.
360	212 973-3700	15	8/23/01 12:43:38 p.m.
385	917- 815-3497	10	8/23/01 12:43:37 p.m.
370	917 773-0756	0	8/23/01 12:43:31 p.m.
375	917 773-0757	0	8/23/01 12:43:32 a.m.
380	917 773-0800	0	8/23/01 12:43:33 p.m.
355	347 446-6877	0	8/23/01 12:43:34 p.m.

**Fig. 3b**

**300'**

	<b>305</b> /	<b>310</b> /	<b>315</b> /
	<b>ANI</b>	<b>EWT</b>	<b>Arrival Time</b>
365	917 673-8981	30	8/23/01 12:43:39 p.m.
350	<b>917-563-1511</b>	<b>20</b>	<b>8/23/01 12:43:40 p.m.</b>
360	212-973-3700	15	8/23/01 12:43:38 p.m.
385	917- 815-3497	10	8/23/01 12:43:37 p.m.
370	917 773-0756	0	8/23/01 12:43:31 p.m.
375	917 773-0757	0	8/23/01 12:43:32 a.m.
380	917 773-0800	0	8/23/01 12:43:33 p.m.
355	347 446-6877	0	8/23/01 12:43:34 p.m.

Fig. 4a

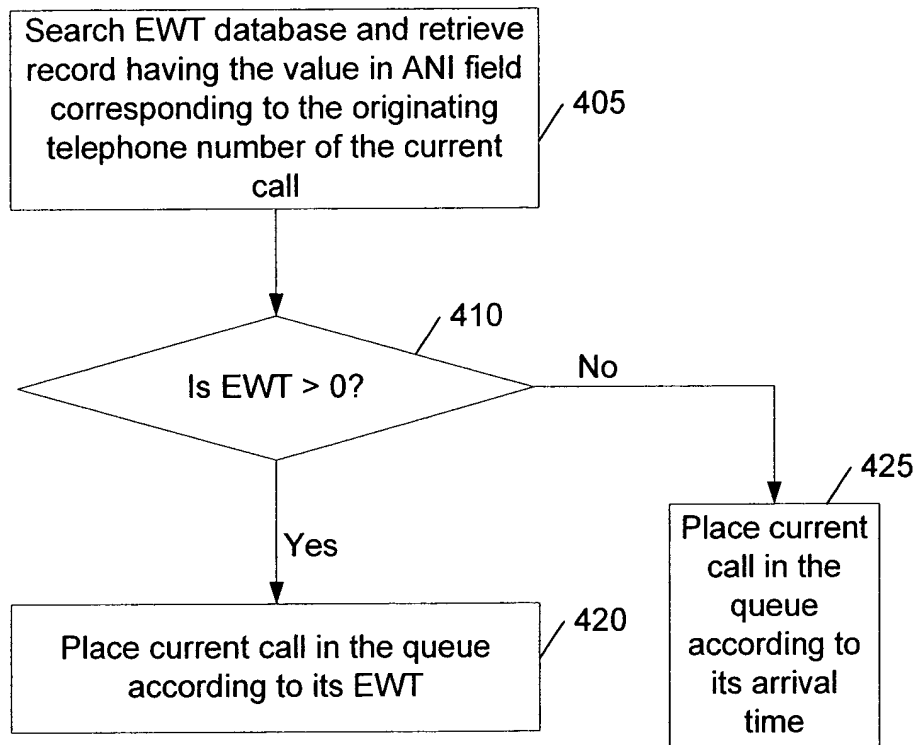


Fig. 4b

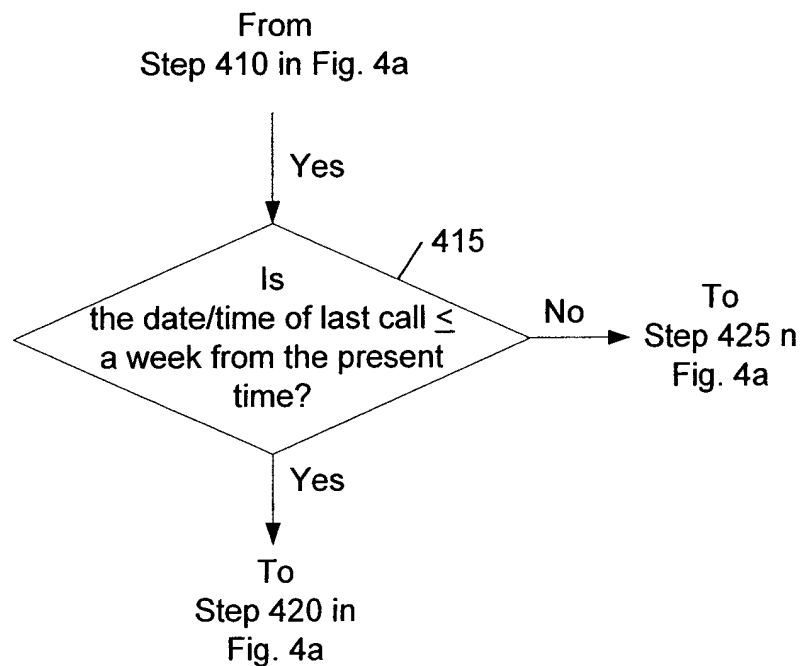


Fig. 5

500

560 —	505 /	510 /	515 /	520 /	525 /
	ANI	Total EWT	Date/Time	No. of EWT Calls	Average EWT
	212 973-3700	25	8/20/01 9:30:35 a.m.	2	13
	. . .	. . .	. . .	. . .	. . .
	347 446-6877	15	8/14/01 4:46:15 p.m.	1	15
	. . .	. . .	. . .	. . .	. . .
	917 563-1511	40	8/11/01 3:17:23 p.m.	4	10
	. . .	. . .	. . .	. . .	. . .
	917 673-8981	0	8/01/01 12:00:00 a.m.	0	0
	. . .	. . .	. . .	. . .	. . .
	917 773-0756	30	8/21/01 12:01:05 p.m.	1	30
	917 773-0757	0	8/01/01 12:00:00 a.m.	0	0
	917 773-0800	0	8/01/01 12:00:00 a.m.	0	0
	. . .	. . .	. . .	. . .	. . .
	917 815-3497	10	8/18/01 6:17:32 p.m.	3	3
	. . .	. . .	. . .	. . .	. . .

**Fig. 6a**

**600**

	<b>605</b> /	<b>610</b> /	<b>615</b> /
	<b>ANI</b>	<b>Average EWT</b>	<b>Arrival Time</b>
670	917 773-0756	30	8/28/01 3:29:16 p.m.
655	347 446-6877	15	8/28/01 3:29:15 p.m.
650	212 973-3700	13	8/28/01 3:29:14 p.m.
685	917- 815-3497	3	8/28/01 3:29:13 p.m.
675	917 773-0757	0	8/28/01 3:29:06 a.m.
680	917 773-0800	0	8/28/01 3:29:07 p.m.
665	917 673-8981	0	8/28/01 3:29:08 p.m.

**Fig. 6b**

**600'**

	<b>605</b> /	<b>610</b> /	<b>615</b> /
	<b>ANI</b>	<b>Average EWT</b>	<b>Arrival Time</b>
670	917 773-0756	30	8/28/01 3:29:16 p.m.
655	347 446-6877	15	8/28/01 3:29:15 p.m.
650	212 973-3700	13	8/28/01 3:29:14 p.m.
660	<b>917- 563-1511</b>	<b>10</b>	<b>8/28/01 3:29:17 p.m.</b>
685	917- 815-3497	3	8/28/01 3:29:13 p.m.
675	917 773-0757	0	8/28/01 3:29:06 a.m.
680	917 773-0800	0	8/28/01 3:29:07 p.m.
665	917 673-8981	0	8/28/01 3:29:08 p.m.

Fig. 7

